

THOMSON CONSUMER ELECTRONICS SERVICE CENTER ADMINISTRATIVE N O T I C E

PRODUCTS: ALL DIGITAL TELEVISION PRODUCT	NUMBER: 99-005
BRANDS COVERED: RCA AND PROSCAN	DATE: 08/20/99

To: All U.S. Thomson Consumer Electronics Authorized Service Centers

Thomson has started shipping its first High Definition Digital and Multi-Media Monitor television products to Dealers. The purpose of this notice is to outline the plan that Thomson will implement to service this premium, high tech product.

HDTV and Multi-Media Monitor Television Products Service Plan

- Only TCE Authorized Digital Television Service Centers will be allowed to service these products. A list of model numbers is on the reverse side.
- This product, due to its cost and high visibility, will be provided the highest, premium quality service possible.
- The consumer should contact the TCE Americas Customer Care Center directly when encountering a problem with these products. Each problem will be analyzed by a TCE expert representative and if it is determined that service is needed, a referral will be made to the closest Digital Television Authorized Service Centers. All contacts will be tracked until the Digital Television Authorized Service Center successfully resolves the consumer's problem.
- When you receive a call for service from the consumer, we request you schedule your service call within 24 to 36 hours. Again, we request premium service on this product.
- Upon arrival at the consumer's home, we request you call our Tech-Line at 1-800-270-4413 and work with a TCE Technical Specialist to identify the problem. Our hours of operation are 8:00 am – 12:30 pm and 1:30 pm – 5:00 pm EST on normal business days.
- High Definition Televisions are equipped with a DM-1 Module capable of receiving off-air and satellite broadcast: If it is determined that a DM-1 Module is needed, obtain a pre-approval number from the Tech-Line Specialist and order the module from your Premier Parts Distributor. Upon replacement of the module, immediately ship the defective DM-1 Module to Deptford in the carton that held the replacement module using the prepaid FedEx label included with the replacement module. When billing for the service call, record the pre-approval number received from the Tech-Line Specialist on your claim at the beginning of the customer complaint field. **You will not be reimbursed for the DM-1 module without a pre-approval number.**
- **Warranty labor billing rates for these products are 20% above your current Projection Television rates.**
- Your Field Service Manager is currently conducting training. When you receive your invitation, make sure you attend this valuable training. It is required to maintain your status as a Digital Television Authorized Service Center.

Every failure will be closely tracked by Thomson to make sure the consumer is provided the best possible service. By becoming involved in each repair, we can develop a database of Digital tech tips that can be shared with you. We will be learning about this new technology together.

Thank you very much for your cooperation in charting a quality future for digital field service.

Thomson Consumer Electronics HDTV & Monitor Model Numbers

PRODUCT	BRAND	MODEL #
High Definition Digital Televisi	RCA	P61300
High Definition Digital Televisi	PROSCAN	PS61000
Multi Media Monitor	RCA	MM52100
Multi Media Monitor	RCA	MM61100
Multi Media Monitor	PROSCAN	PS61800
Multi Media Monitor	PROSCAN	PS52800
Multi Media Monitor	RCA	MM27100
Multi Media Monitor	RCA	MM36100
Multi Media Monitor	PROSCAN	PS32800HR
Multi Media Monitor	PROSCAN	PS36800HR